



Amion for Enterprises

Enterprise Implementation Guide

This guide **assumes full support** will be in place at your site. Please make your own checklist of tasks to complete before you go live.

Primary Contact

- Appoint a **primary contact**. Your central administrator sets up and maintains the Enterprise admin page, oversees the implementation, and coordinates training and support for schedulers with the Amion team.
- Identify users who already use Amion. These contacts can provide valuable insights to new Amion users at your site.
- Identify who will build and update schedules – the **schedulers**.
- Build a list of the names, email addresses, phone info and department names for each scheduler. You will enter this data at the Enterprise admin page and generate passwords. Instructions are at <http://www.amion.com/Help/HelpSite.html>.
- Decide the best approach for training schedulers (see “training options” below) and arrange training for schedulers.
- Arrange for training on passwords, security options and local hosting.
- Learn to use the “email schedulers” feature at the admin page to send passwords and other messages to schedulers.
- Identify how you will launch to switchboard staff and others that will have viewing access to schedules. How will users access schedules for viewing and contacting on-call staff? Read about setting up links from your intranet to your online schedule at our FAQs.
- Switchboard staff – do you need switchboard accounts? Read more at <http://www.amion.com/cgi-bin/ocs?Page=Help:73>.

Services

- **Local hosting** – if you have signed up for local hosting, we recommend that you get everything going at our server first, and after schedules are finished and posted we work with you on hosting your schedules locally too. Stuart Karon is your contact for local hosting. Stuart is at 802.649.1911 or by email to stuart@amion.com.
- **Full support** – Recommended for all Enterprise sites. We train individual schedulers via the internet, and provide full help-desk support to schedulers. Full support speeds up your implementation process and insures that new users who come on board will quickly be trained to use the system. Full support gives you access to all the Amion Enterprise “extras” such as department notes and help with reports using the programming interface. On-site training is available at discounted rates.

Training options

- We use “gotomeeting” for online meetings. In the Full Support Plan online training for the central contact, IT staff and to all schedulers is included.
- Onsite training sessions can work best as a follow up from web-based training where schedules are complex, or schedulers are ready to work with some of OnCall’s more advanced features.



Installation

- Network (recommended) vs. local installation
- If individuals install software on their own computers, arrange for the download instructions and password for extracting OnCall to go to the schedulers. The Amion team can help with this process.
- Amion can serve as your server for schedule files, or you can use your own server for backups. Learn about backup files.
- Learn about multiple scheduler options. It is very likely that more than one person will be working on one department's schedule, or a scheduler wants to work on a schedule from home and at work.

Miscellaneous

- Check that mail from amion.com clears through spam filters.
- Agree on your house style for entering data.
- Learn about paging options - <http://www.amion.com/cgi-bin/ocs?Page=Help:60>.
- Learn about web-based services that will help schedulers – online swaps, online requests, calendar subscriptions. Our team can train your schedulers to use these additional features at any point during the implementation or later in the year.
- Learn about switchboard accounts and features. Decide who will have access to switchboard accounts.